



UNITED STATES NORTHERN COMMAND

FEB 28 2019

HQ USNORTHCOM/CS
250 Vandenberg Street, Suite B016
Peterson Air Force Base CO 80914-3801

MuckRock News
Mr. Michael Morisy
DEPT MR 66870
411A Highland Ave
Somerville MA 021442516

Dear Mr. Morisy

We received your Freedom of Information Act (FOIA) request dated 11 February 2019. Your request was assigned USNORTHCOM FOIA case number 19-R-053. In the request letter you asked for policies that were either active or were generated on or after November 1, 2015 regarding:

1. Procedures, policies, or other written guidance regarding screening NORAD Santa Tracker phone calls and which outlined the methods or process by which some were then routed to former President Barack Obama and current President Donald J. Trump.

2. Materials used to manage the process by which some of those calls were forwarded onto the president, as detailed in this news article on the subject:
<https://thehill.com/homenews/administration/422805-trump-ends-angry-day-with-norad-santa-calls>.

3. Copies of any notes, logs, or other tracking materials kept during the NORAD Santa Tracker Program that specifically note callers that were offered to be pathed through to the President, as well as any logs or notes regarding which children and families accepted this offer. To protect any privacy interests, I agree to any withholdings of names or other identifying information about individual callers, but request any notes about declining or accepting communications with the president, as well as any recordings of these conversations.

Unfortunately, we have no records to provide. There are no official procedures to screen telephone phone calls. Each year, fifteen hundred volunteers answer calls and emails from people around the world but there is no formal tracking system. Calls forwarded to the President are randomly selected. If the caller wishes to speak to the

President, they are patched through. We do not maintain notes, logs, or other tracking materials that identifies callers who were offered to be patched through to the President.

Thank you for the opportunity to explain some of the inner workings of one of our favorite outreach programs. As a requester in the "All Others" fee category, you receive the first two hours and 100 pages of records at no cost; therefore, there are no assessable fees for processing your request. If you have any further questions concerning your request, please do not hesitate to contact our FOIA Request Service Center at the above address.

If you are not satisfied with this action, you have the right to appeal to the appellate authority, Ms. Joo Chung, Director of Oversight and Compliance (ODCMO), Office of the Secretary of Defense (OSD). The appellate address is: ODCMO Directorate for Oversight and Compliance, 4800 Mark Center Drive, ATTN: DPCLTD, FOIA Appeals, Mailbox #24, Alexandria, VA 22350-1700. As an alternative, you may use the OSD FOIA request portal to submit your appeal electronically at the following link: <http://pal.whs.mil/palMain.aspx> or email your appeal to OSD.FOIA-APPEAL@mail.mil. If you use email, please have the words "FOIA Appeal" in the subject of the email. Your appeal should cite our case number FY19-11FEB2019-NNC53, be postmarked within 90 days of the date of this response, and be clearly marked "Freedom of Information Act Appeal" on the request. You also have the right to seek dispute resolution services from USNORTHCOM's FOIA Public Liaison, Mr. Jim Hogan at (571) 372-0462 or OSD.FOIALiaison@mail.mil. Additionally, you have the right to contact the Office of Government Information Services (OGIS) to inquire about the FOIA mediation services they offer. The contact information for OGIS is: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001; email at ogis@nara.gov; telephone at (202) 741-5770; toll free at 1-877-684-6448; or facsimile at (202) 741-5769.

Sincerely



RICHARD J. GALLANT
Major General, USA
Chief of Staff